

RECEPTIONIST/CUSTOMER SERVICE REPRESENTATIVE - 1425

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate skilled clerical work assisting with a variety of office assistance and administrative tasks in the Finance and Planning Departments; provides assistance to the public; receives and routes calls to the proper person; backs up designated finance staff; does related work as required; Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Providing office support and serving as central office telephone operator and receptionist; entering data; preparing reports; processing documents; preparing and maintaining records and files; backing up finance staff as assigned; and assisting the public.

Answers switchboard placing incoming calls to various offices or receives and records messages; provides basic information to callers;

Acts as receptionist; greets visitors and provides directions;

Monitors City's Report-A-Problem system; reviews citizens' messages received via the Internet, distributes those messages to the appropriate staff, and follows up with the staff and citizens to ensure issues are resolved;

Enters, processes, and maintains a variety of data using word processing, spreadsheets, and data bases;

Maintains a variety of complex and detailed files and records relating to operations, bookkeeping, budget, and programs; reviews files and records for accuracy;

Transcribes correspondence; composes routine correspondence; types a variety of complex reports; prepares complex materials such as information brochures, fliers, etc; compiles and types agendas and maintains minutes for boards and commissions;

Makes copies; stuffs envelopes; places address labels on envelopes; folds and inserts direct deposit statements;

Backs up collections and customer service finance staff and assists billing specialist with special projects;

Coordinates the preparation of various meetings, luncheons, etc. related to departmental activities and services;

May receive, sort, distribute, collect, and post mail;

May enter mail payments into computer system and balance and update those payments accordingly;

Maintains reasonable and predictable attendance;

Performs related tasks as required;

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of standard office practices, procedures, equipment, computers, business English, grammar, spelling, and math; ability to speak clearly, and to understand and follow written and oral directions; general operational knowledge of a switchboard; ability to type and take and transcribe dictation accurately at a reasonable rate of speed; knowledge of the organization and functions of departments and of general administrative policies and practices; ability to perform and organize work independently; ability to establish and maintain effective working relationships with coworkers and the general public; proficiency in Microsoft Office products, especially Word and Excel.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school and considerable clerical or office experience.

SPECIAL REQUIREMENTS:

Requires possession of an appropriate driver's license valid and current in the State of North Carolina.